

Amendments to the Claims

The following listing of claims will replace all prior versions and/or listings of claims in the application:

Listing of Claims:

1. (previously presented): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:

- determining a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;
- determining a total word count of the portion of the document;
- determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document, wherein determining the relevance value for the occurrence comprises:
  - numbering the one or more words in the portion of the document from N down to 1, wherein N is the total word count of the portion of the document;
  - determining the word number of a first word of the term in the one or more words in the portion of the document; and
  - dividing the word position by the total word count to produce the relevance value for the occurrence.

2. (cancelled)

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3. (original): The method of claim 1, further comprising:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

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4. (original): The method of claim 1, further comprising:

rounding the relevance value to a number of significant digits.

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8. (original): The method of claim 1, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help  
database.

[ 6. (cancelled)

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7. (previously presented): The method of claim 1, wherein determining the relevance value for  
the occurrence further comprises:  
numbering the one or more words in the portion of the document from 1 up to N, wherein  
N is the total word count of the portion of the document;  
determining a word number of a first word of the term in the one or more words in the  
portion of the document, wherein the word number of the first word of the term is used as the  
word position of the occurrence;  
subtracting the word position from the total word count to produce a first results;  
adding one to the first results to produce a second results; and  
dividing the second results by the total word count to produce the relevance value for the  
occurrence.

DI 6  
8. (original): The method of claim 1, wherein the portion of the document is a text section.

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9. (original): The method of claim 1, wherein the portion of the document is a header.

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10. (currently amended): ~~The method of claim 1,~~ A method for determining relevance values of  
terms in a help database in a computer-based insurance claims processing system, the method  
comprising:

determining a word position of an occurrence of a term in a portion of a document in the  
help database, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document;

determining a relevance value for the occurrence of the term in the portion of the  
document using the word position of the occurrence and the total word count of the portion of  
the document;

wherein determining the relevance value for the occurrence comprises:

dividing the word position by the total word count to produce a positional relevance value for the occurrence;

dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

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~~11~~. (original): The method of claim ~~10~~, further comprising:

multiplying the relevance value by a second scaling factor to produce a scaled relevance value.

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~~12~~. (original): The method of claim ~~10~~, further comprising:

rounding the relevance value to a number of significant digits.

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~~13~~. (original): The method of claim ~~10~~, further comprising:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

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~~14~~. (previously presented): The method of claim ~~10~~, wherein combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence comprises:

multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

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~~15~~. (original): The method of claim ~~14~~, wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

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16. (previously presented): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:

determining a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document;

determining if the portion of the document is a header or a text section; and

determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;

wherein, if the portion of the document is a text section, determining the relevance value for the occurrence comprises:

dividing the word position by the total word count to produce the relevance value for the occurrence; and

wherein, if the portion of the document is a header, determining the relevance value for the occurrence comprises:

dividing the word position by the total word count to produce a positional relevance value for the occurrence;

dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

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17. (original): The method of claim 16, further comprising:

providing a first scaling factor for occurrences in text sections;

wherein, if the portion of the document is a text section, the method further comprises:

multiplying the relevance value by the first scaling factor to produce a text section relevance value.

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18. (original): The method of claim 17, further comprising:

providing a second scaling factor for occurrences in headers;

wherein, if the portion of the document is a header, the method further comprises:

    multiplying the relevance value by the second scaling factor to produce a header relevance value.

<sup>17</sup>  
~~19~~. (original): The method of claim <sup>16</sup>~~18~~, wherein the second scaling factor is substantially equal to (1 - the first scaling factor).

<sup>18</sup>  
~~20~~. (original): The method of claim <sup>16</sup>~~18~~, wherein, if the portion of the document is a header, the method further comprises:

    adjusting the header relevance value by adding the first scaling factor to the header relevance value.

<sup>19</sup>  
~~21~~. (original): The method of claim <sup>14</sup>~~16~~, further comprising:  
    rounding the relevance value to a number of significant digits.

<sup>20</sup>  
~~22~~. (original): The method of claim <sup>14</sup>~~16~~, further comprising:  
    storing the determined relevance value for the occurrence in an entry in a table in the help database.

<sup>21</sup>  
~~23~~. (previously presented): The method of claim <sup>14</sup>~~16~~,  
    wherein combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence comprises:

    multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

    multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

    adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

<sup>22</sup>  
~~24~~. (original): The method of claim <sup>21</sup>~~23~~, wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

[ 25-28. (cancelled)

23

29. (previously presented): An insurance claims processing system comprising:

a computer system including a memory medium;

a help database for the insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database;

program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:

determine a word position of an occurrence of a term in a portion of a first document in the help database, wherein the portion of the first document comprises one or more words;

determine a total word count of the portion of the first document; and

determine a relevance value for the occurrence of the term in the portion of the first document using the word position of the occurrence and the total word count of the portion of the first document, wherein determining the relevance value comprises:

dividing the word position by the total word count to produce a positional relevance value for the occurrence;

dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

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30. (previously presented): The system of claim 29, wherein, in determining the relevance value for the occurrence, the program instructions are further executable to:

divide the word position by the total word count to produce the relevance value for the occurrence.

<sup>25</sup>  
31. (original): The system of claim <sup>23</sup>~~29~~, wherein the program instructions are further executable to:

multiply the relevance value by a first scaling factor to produce a scaled relevance value.

<sup>26</sup>  
32. (original): The system of claim <sup>23</sup>~~29~~, wherein the program instructions are further executable to:

round the relevance value to a number of significant digits.

<sup>27</sup>  
33. (original): The system of claim <sup>23</sup>~~29~~, wherein the program instructions are further executable to:

store the determined relevance value for the occurrence in an entry in a first table in the help database.

<sup>28</sup>  
34. (previously presented): The system of claim <sup>23</sup>~~29~~, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from N down to 1, wherein N is the total word count of the portion of the document;

wherein, in determining the word position of the occurrence, the program instructions are further executable to:

determine the word number of a first word of the term in the one or more words in the portion of the document; and

wherein, in determining the relevance value for the occurrence, the program instructions are further executable to:

divide the word position by the total word count to produce the relevance value for the occurrence.

<sup>29</sup>  
35. (previously presented): The system of claim <sup>23</sup>~~29~~, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;

wherein, in determining the word position of the occurrence, the program instructions are further executable to:

determine a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence; and

wherein, in determining the relevance value for the occurrence, the program instructions are further executable to:

subtract the word position from the total word count to produce a first results;

add one to the first results to produce a second results; and

divide the second results by the total word count to produce the relevance value for the occurrence.

<sup>30</sup>  
36. (original): The system of claim <sup>23</sup>~~29~~, wherein the portion of the document is a text section.

<sup>31</sup>  
~~37~~. (original): The system of claim <sup>23</sup>~~29~~, wherein the portion of the document is a header.

DI [38-41. (cancelled)

<sup>32</sup>  
42. (previously presented): The system of claim <sup>23</sup>~~29~~,

wherein, in combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further executable to:

multiply the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiply the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

add the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

<sup>33</sup>  
~~43~~. (original): The system of claim <sup>32</sup>~~42~~, wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).



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44. (previously presented): An insurance claims processing system comprising:

a computer system including a memory medium;

a help database for the insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to the processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database;

program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:

determine a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;

determine a total word count of the portion of the document;

determine if the portion of the document is a header or a text section; and

determine a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;

wherein, if the portion of the document is a text section, in determining the relevance value for the occurrence, the program instructions are further executable to:

divide the word position by the total word count to produce the relevance value for the occurrence; and

wherein, if the portion of the document is a header, in determining the relevance value for the occurrence, the program instructions are further operable to:

divide the word position by the total word count to produce a positional relevance value for the occurrence;

divide a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

combine the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

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45. (original): The system of claim 44, wherein, if the portion of the document is a text section, the program instructions are further operable to:

multiply the relevance value by a first scaling factor to produce a text section relevance value;

wherein, if the portion of the document is a header, the program instructions are further operable to:

multiply the relevance value by a second scaling factor to produce a header relevance value; and

wherein the second scaling factor is substantially equal to (1 - the first scaling factor).

<sup>36</sup>  
~~46~~. (original): The system of claim <sup>35</sup>~~45~~, wherein, if the portion of the document is a header, the program instructions are further operable to:

adjust the header relevance value by adding the first scaling factor to the header relevance value.

<sup>37</sup>  
~~47~~. (original): The system of claim <sup>34</sup>~~44~~, wherein the program instructions are further operable to:  
store the determined relevance value for the occurrence in an entry in a first table in the help database.

<sup>38</sup>  
~~48~~. (previously presented): The system of claim <sup>34</sup>~~44~~,  
wherein, in combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further operable to:

multiply the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiply the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

add the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence; and

wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

[<sup>39</sup>  
49-52. (cancelled)]

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53. (previously presented): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a word position of an occurrence of a term in a portion of a document in a help database in a computer-based insurance claims processing system, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document; and

determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document, wherein determining the relevance value comprises:

numbering the one or more words in the portion of the document from N down to 1, wherein N is the total word count of the portion of the document;

determining the word number of a first word of the term in the one or more words in the portion of the document; and

dividing the word position by the total word count to produce the relevance value for the occurrence.

54. (cancelled)

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55. (original): The carrier medium of claim <sup>40</sup>53, wherein the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

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56. (original): The carrier medium of claim <sup>40</sup>53, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

57. (cancelled)

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58. (previously presented): The carrier medium of claim 53, wherein determining the relevance value comprises:

numbering the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;

determining a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence; subtracting the word position from the total word count to produce a first results;

adding one to the first results to produce a second results; and

dividing the second results by the total word count to produce the relevance value for the occurrence.

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59. (original): The carrier medium of claim 53, wherein the portion of the document is a text section.

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60. (original): The carrier medium of claim 53, wherein the portion of the document is a header.

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61. (currently amended): ~~The carrier medium of claim 53,~~ A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a word position of an occurrence of a term in a portion of a document in a help database in a computer-based insurance claims processing system, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document; and

determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;

wherein, in determining the relevance value for the occurrence, the program instructions are further computer-executable to implement:

dividing the word position by the total word count to produce a positional relevance value for the occurrence;

dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence;

combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence;

multiplying the relevance value by a second scaling factor to produce a scaled relevance value; and

storing the determined relevance value for the occurrence in an entry in a table in the help database.

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62. (previously presented): The carrier medium of claim 47,

wherein, in combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further computer-executable to implement:

multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

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63. (previously presented): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a word position of an occurrence of a term in a portion of a document in a help database in a computer-based insurance claims processing system, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document;

determining if the portion of the document is a header or a text section; and

determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;

wherein, if the portion of the document is a text section, determining the relevance value for the occurrence comprises:

dividing the word position by the total word count to produce the relevance value for the occurrence; and

wherein, if the portion of the document is a header, determining the relevance value for the occurrence comprises:

dividing the word position by the total word count to produce a positional relevance value for the occurrence;

dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

<sup>50</sup>  
64. (original): The carrier medium of claim <sup>49</sup>63, wherein the program instructions are further computer-executable to implement:

wherein, if the portion of the document is a text section, the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a text section relevance value;

wherein, if the portion of the document is a header, the program instructions are further computer-executable to implement:

multiplying the relevance value by a second scaling factor to produce a header relevance value; and

adjusting the header relevance value by adding the first scaling factor to the header relevance value; and

wherein the second scaling factor is substantially equal to (1 - the first scaling factor).

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65. (original): The carrier medium of claim ~~63~~, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

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66. (previously presented): The carrier medium of claim ~~63~~,

wherein, in combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further computer-executable to implement:

multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

67-70. (cancelled)

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71. (previously presented): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:

numbering one or more words in a portion of a document from N down to 1, wherein N is a total word count of the portion of the document;

determining a word number of a first word of a term in the one or more words in the portion of the document; and

dividing the word number of the first word by the total word count to produce a relevance value for the occurrence of the term in the portion of the document.

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72. (previously presented): The method of claim 71, further comprising:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

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~~73~~. (previously presented): The method of claim ~~71~~, further comprising:  
rounding the relevance value to a number of significant digits.

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~~74~~. (previously presented): The method of claim ~~71~~, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help  
database.

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~~75~~. (previously presented): The method of claim ~~71~~, wherein the portion of the document is a  
text section.

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~~76~~. (previously presented): The method of claim ~~71~~, wherein the portion of the document is a  
header.

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~~77~~. (previously presented): A method for determining relevance values of terms in a help  
database in a computer-based insurance claims processing system, the method comprising:  
numbering one or more words in a portion of a document from 1 up to N, wherein N is a  
total word count of the portion of the document;  
determining a word number of a first word of a term in the portion of the document;  
subtracting the word number from the total word count to produce a first results;  
adding one to the first results to produce a second results; and  
dividing the second results by the total word count to produce a relevance value of the  
term in the portion of the document.

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~~78~~. (previously presented): The method of claim ~~77~~, further comprising:  
multiplying the relevance value by a first scaling factor to produce a scaled relevance  
value.

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~~79~~. (previously presented): The method of claim ~~77~~, further comprising:  
rounding the relevance value to a number of significant digits.



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80. (previously presented): The method of claim 77, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help database.

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81. (previously presented): The method of claim 77, wherein the portion of the document is a text section.

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82. (previously presented): The method of claim 77, wherein the portion of the document is a header.

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83. (previously presented): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:  
determining a word position of an occurrence of a term in a portion of a document in a help database, wherein the portion of the document comprises one or more words;  
determining a total word count of the portion of the document;  
dividing the word position by the total word count to produce a positional relevance value for the occurrence;  
dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and  
combining the positional relevance value and the percentage relevance value to produce a relevance value for the occurrence.

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84. (previously presented): The method of claim 83, further comprising:  
multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

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85. (previously presented): The method of claim 83, further comprising:  
rounding the relevance value to a number of significant digits.

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86. (previously presented): The method of claim 83, further comprising:  
storing the relevance value for the occurrence in an entry in a table in the help database.

<sup>70</sup>  
~~87~~. (previously presented): The method of claim ~~83~~<sup>66</sup>,  
wherein combining the positional relevance value and the percentage relevance value to  
produce the relevance value for the occurrence comprises:

    multiplying the positional relevance value by a first scaling factor to produce a  
scaled positional relevance value;

    multiplying the percentage relevance value by a second scaling factor to produce  
a scaled percentage relevance value; and

    adding the scaled positional relevance value and the scaled percentage relevance  
value to produce the relevance value for the occurrence.

<sup>71</sup>  
~~88~~. (previously presented): The method of claim ~~87~~<sup>70</sup>,  
wherein the first scaling factor is substantially equal to (1 - the second scaling factor).

<sup>72</sup>  
~~89~~. (previously presented): A method for determining relevance values of terms in a computer-  
based insurance claims processing system comprising a help database, wherein the help database  
comprises one or more documents, the method comprising:

<sup>D1</sup>  
    determining a location of one or more occurrences of one or more terms used in one or  
more documents of a help database of an insurance claims processing system, wherein the one or  
more documents comprise one or more text sections;

    determining a text section relevance value of an occurrence of a term using N and X,  
wherein the text section comprises N words, wherein the occurrence of the term is at an Xth  
word in the text section, and wherein the text section relevance value is higher the closer the  
occurrence is to the beginning of the text section; and

    storing the determined relevance value for the occurrence in an entry in a table in the help  
database.

<sup>13</sup>  
~~90~~. (previously presented): The method of claim ~~89~~<sup>72</sup>, further comprising:  
    rounding the relevance value to a number of significant digits.

<sup>91</sup>. (cancelled)

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92. (previously presented): The method of claim 89,  
wherein the one or more documents comprise headers and text sections;  
wherein determining the relevance value for each of the one or more occurrences located  
in the one or more documents comprises:

determining a header relevance value for an occurrence if the occurrence is in a  
header; and

determining a text section relevance value for the occurrence if the occurrence is  
in a text section.

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93. (previously presented): The method of claim 92,  
wherein the text section comprises N words;  
wherein the occurrence of the term is at an Xth word in the text section, wherein X is  
from 1 to N, and wherein 1 is a location of a first word in the text section;  
wherein determining the text section relevance value for the occurrence if the occurrence  
is in the text section comprises:

D1  
determining the text section relevance value using N and X, wherein the text  
section relevance value is higher the closer the occurrence is to the beginning of the text  
section.

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94. (previously presented): The method of claim 92,  
wherein the header comprises N words;  
wherein the occurrence of the term is at an Xth word in the header, wherein X is from 1  
to N, and wherein 1 is a location of a first word in the header;  
wherein the term comprises T words, wherein T is from 1 to N;  
wherein determining the header relevance value for the occurrence if the occurrence is in  
a header comprises:

determining a positional relevance value using N and X, wherein the determined  
positional relevance value is higher the closer the occurrence is to the beginning of the  
header;

determining a percentage relevance value using T and N, wherein the percentage relevance value is the percentage of the header occupied by the term; and

combining the positional relevance value and the percentage relevance value to produce the header relevance value.

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98. (previously presented): A method for determining relevance values of terms in a computer-based insurance claims processing system comprising a help database, wherein the help database comprises one or more documents, the method comprising:

determining a location of one or more occurrences of one or more terms used in one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more headers;

determining a positional relevance value of an occurrence of a term in a header using N and X, wherein the header comprises N words, wherein the occurrence of the term is at an Xth word in the header, and wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;

determining a percentage relevance value of the occurrence of the term in the header using T and N, wherein the term comprises T words, wherein the percentage relevance value is the percentage of the header occupied by the term; and

combining the positional relevance value and the percentage relevance value to produce the header relevance value.

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96. (previously presented): The method of claim 95, further comprising:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

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97. (previously presented): The method of claim 95, further comprising:

rounding the relevance value to a number of significant digits.

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98. (previously presented): The method of claim 95, further comprising:

storing the determined relevance value for the occurrence in an entry in a table in the health database.

81 77  
99. (previously presented): The method of claim 95, wherein the portion of the document is a text section.

82 77  
100. (previously presented): The method of claim 95, wherein the portion of the document is a header.

83 77  
101. (previously presented): The method of claim 95,  
wherein combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence comprises:

multiplying the positional relevance value by a first scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

D1 84 83  
102. (previously presented): The method of claim 101, wherein the first scaling factor is substantially equal to (1 - the second scaling factor).

85  
103. (previously presented): An insurance claims processing system comprising:

a computer system including a memory medium;

a help database for the insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database; and

program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:

determine a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;

determine a total word count of the portion of the document;

divide the word position by the total word count to produce a positional relevance value for the occurrence;

divide a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

combine the positional relevance value and the percentage relevance value to produce a relevance value for the occurrence.

81p 85  
104. (previously presented): The system of claim 103, wherein the program instructions are further executable to:

multiply the relevance value by a first scaling factor to produce a scaled relevance value.

87 85  
105. (previously presented): The system of claim 103, wherein the program instructions are further executable to:

round the relevance value to a number of significant digits.

88 85  
106. (previously presented): The system of claim 103, wherein the program instructions are further executable to:

store the determined relevance value for the occurrence in an entry in a table in the help database.

89 85  
107. (previously presented): The system of claim 103,  
wherein, in combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further executable to:

multiply the positional relevance value by a first scaling factor to produce a scaled positional relevance value;

multiply the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and

add the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

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108. (previously presented): The system of claim 107, wherein the first scaling factor is substantially equal to (1 - the second scaling factor).

91

109. (previously presented): An insurance claims processing system comprising:

a computer system including a memory medium;

a help database for the insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database;

program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:

determine a location of an occurrence of a term used in a text section of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more text sections;

D1  
determine a text section relevance value using N and X, wherein the text section comprises N words, wherein the occurrence of the term is at an Xth word in the text section, and wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section; and

store the determined relevance value for the occurrence in an entry in a first table in the help database.

92

91

110. (previously presented): The system of claim 109, wherein the program instructions are further executable to:

multiply the relevance value by a first scaling factor to produce a scaled relevance value.

93

91

111. (previously presented): The system of claim 110, wherein the program instructions are further executable to:

round the relevance value to a number of significant digits.

[112. (cancelled)]

94

91

113. (previously presented): The system of claim 109, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from N down to 1, wherein N is the total word count of the portion of the document;

wherein, in determining the word position of the occurrence, the program instructions are further executable to:

determine the word number of a first word of the term in the one or more words in the portion of the document; and

wherein, in determining the relevance value for the occurrence, the program instructions are further executable to:

divide the word position by the total word count to produce the relevance value for the occurrence.

95

91

114. (previously presented): The system of claim 109, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;

wherein, in determining the word position of the occurrence, the program instructions are further executable to:

determine a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence; and

wherein, in determining the relevance value for the occurrence, the program instructions are further executable to:

subtract the word position from the total word count to produce a first results;

add one to the first results to produce a second results; and

divide the second results by the total word count to produce the relevance value

for the occurrence.

96

115. (previously presented): An insurance claims processing system comprising:  
a computer system including a memory medium;



a help database for the insurance claims processing system stored in the memory medium, wherein the help database comprises one or more documents related to processing of insurance claims in the insurance claims processing system and one or more tables configured for use in locating occurrences of terms in the help database;

program instructions stored in the memory medium and executable within the computer system, wherein the program instructions are executable to:

determine a position of one or more occurrences of one or more terms used in a header of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more headers;

determine a positional relevance value using N and X, wherein the header comprises N words, wherein the occurrence of the term is at an Xth word in the header, and wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;

determine a percentage relevance value using T and N, wherein the term comprises T words, wherein the percentage relevance value is a percentage of the header occupied by the term; and

combine the positional relevance value and the percentage relevance value to produce a header relevance value.

97  
116. (previously presented): The system of claim 115, wherein the program instructions are further executable to:

multiply the relevance value by a first scaling factor to produce a scaled relevance value.

98  
117. (previously presented): The system of claim 115, wherein the program instructions are further executable to:

round the relevance value to a number of significant digits.

99  
118. (previously presented): The system of claim 115, wherein the program instructions are further executable to:

store the determined relevance value for the occurrence in an entry in a first table in the help database.

<sup>100</sup>  
~~119~~. (previously presented): The system of claim ~~115~~<sup>96</sup>, wherein the program instructions are further executable to:

number the one or more words in the portion of the document from N down to 1, wherein N is the total word count of the portion of the document;

wherein, in determining the word position of the occurrence, the program instructions are further executable to:

determine the word number of a first word of the term in the one or more words in the portion of the document; and

wherein, in determining the relevance value for the occurrence, the program instructions are further executable to:

divide the word position by the total word count to produce the relevance value for the occurrence.

<sup>101</sup>  
~~120~~. (previously presented): The system of claim ~~115~~<sup>96</sup>, wherein the program instructions are further executable to:

<sup>101</sup>  
number the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;

wherein, in determining the word position of the occurrence, the program instructions are further executable to:

determine a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence; and

wherein, in determining the relevance value for the occurrence, the program instructions are further executable to:

subtract the word position from the total word count to produce a first results;

add one to the first results to produce a second results; and

divide the second results by the total word count to produce the relevance value for the occurrence.

<sup>102</sup>  
~~121~~. (previously presented): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

numbering one or more words in a portion of a document from N down to 1, wherein N is a total word count of the portion of the document;  
determining a word number of a first word of a term in the portion of the document; and  
dividing the word number of the first word by the total word count to produce a relevance value for the term in the portion of the document.

<sup>103</sup>  
~~122~~. (previously presented): The carrier medium of claim ~~121~~<sup>102</sup>, wherein the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

<sup>104</sup>  
~~123~~. (previously presented): The carrier medium of claim ~~121~~<sup>102</sup>, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

<sup>105</sup>  
~~124~~. (previously presented): The carrier medium of claim ~~121~~<sup>102</sup>, wherein the portion of the document is a text section.

<sup>106</sup>  
~~125~~. (previously presented): The carrier medium of claim ~~121~~<sup>102</sup>, wherein the portion of the document is a header.

<sup>108</sup>  
~~126~~. (previously presented): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

numbering one or more words in a portion of a document from 1 up to N, wherein N is a total word count of the portion of the document;  
determining a word number of a first word of a term in the portion of the document;  
subtracting the word number from the total word count to produce a first results;  
adding one to the first results to produce a second results; and

dividing the second results by the total word count to produce a relevance value.

<sup>109</sup>  
~~127~~. (previously presented): The carrier medium of claim <sup>108</sup>~~126~~, wherein the program instructions are further computer-executable to implement:

    multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

<sup>110</sup>  
~~128~~. (previously presented): The carrier medium of claim <sup>108</sup>~~126~~, wherein the program instructions are further computer-executable to implement:

    storing the determined relevance value for the occurrence in an entry in a table in the help database.

<sup>111</sup>  
~~129~~. (previously presented): The carrier medium of claim <sup>108</sup>~~126~~, wherein the portion of the document is a text section.

<sup>112</sup>  
~~130~~. (previously presented): The carrier medium of claim <sup>108</sup>~~126~~, wherein the portion of the document is a header.

<sup>114</sup>  
~~131~~. (previously presented): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

    determining a word position of an occurrence of a term in a portion of a document in a help database, wherein the portion of the document comprises one or more words;

    determining a total word count of the portion of the document;

    dividing the word position by the total word count to produce a positional relevance value for the occurrence;

    dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

    combining the positional relevance value and the percentage relevance value to produce a relevance value for the occurrence.

<sup>115</sup>  
~~132~~. (previously presented): The carrier medium of claim <sup>114</sup>~~131~~,

wherein, combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, comprises:

    multiplying the positional relevance value by a first scaling factor to produce a scaled positional relevance value;

    multiplying the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and

    adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

    wherein the first scaling factor is substantially equal to (1 - the second scaling factor).

<sup>116</sup>  
~~133~~. (previously presented): The carrier medium of claim <sup>114</sup>~~131~~, wherein the program instructions are further computer-executable to implement:

    multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

D1 <sup>117</sup>  
~~134~~. (previously presented): The carrier medium of claim <sup>114</sup>~~131~~, wherein the program instructions are further computer-executable to implement:

    storing the determined relevance value for the occurrence in an entry in a table in the help database.

<sup>118</sup>  
~~135~~. (previously presented): The carrier medium of claim <sup>114</sup>~~131~~, wherein the portion of the document is a text section.

<sup>119</sup>  
~~136~~. (previously presented): The carrier medium of claim <sup>114</sup>~~131~~, wherein the portion of the document is a header.

<sup>120</sup>  
~~137~~. (previously presented): The carrier medium of claim <sup>114</sup>~~131~~,

    wherein, in combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further computer-executable to implement:

multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

<sup>122</sup>  
~~138~~. (previously presented): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a location of one or more occurrences of one or more terms used in a text section of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more text sections;

<sup>D</sup> determining a text section relevance value using N and X, wherein the text section comprises N words, wherein the occurrence of the term is at an Xth word in the text section, and wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section; and

rounding the relevance value to a number of significant digits.

<sup>122</sup>  
139. (cancelled)

<sup>123</sup>  
~~140~~. (previously presented): The carrier medium of claim <sup>122</sup>~~138~~, wherein the computer instructions are computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

<sup>124</sup>  
~~141~~. (previously presented): The carrier medium of claim <sup>122</sup>~~138~~,

wherein the one or more documents comprise headers and text sections;

wherein determining the relevance value for each of the one or more occurrences located in the one or more documents comprises:

determining a header relevance value for an occurrence if the occurrence is in a header; and

determining a text section relevance value for the occurrence if the occurrence is in a text section.

<sup>125</sup>  
~~142~~. (previously presented): The carrier medium of claim <sup>122</sup>~~138~~,  
wherein the text section comprises N words;  
wherein the occurrence of the term is at an Xth word in the text section, wherein X is from 1 to N, and wherein 1 is a location of a first word in the text section;  
wherein determining the text section relevance value for the occurrence if the occurrence is in the text section comprises:

determining the text section relevance value using N and X, wherein the text section relevance value is higher the closer the occurrence is to the beginning of the text section.

<sup>126</sup>  
~~143~~. (previously presented): The carrier medium of claim <sup>122</sup>~~138~~,  
wherein the header comprises N words;  
wherein the occurrence of the term is at an Xth word in the header, wherein X is from 1 to N, and wherein 1 is a location of a first word in the header;  
wherein the term comprises T words, wherein T is from 1 to N;  
wherein determining the header relevance value for the occurrence if the occurrence is in a header comprises:

determining a positional relevance value using N and X, wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;

determining a percentage relevance value using T and N, wherein the percentage relevance value is the percentage of the header occupied by the term; and

combining the positional relevance value and the percentage relevance value to produce the header relevance value.

<sup>127</sup>  
~~144~~. (previously presented): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a location of one or more occurrences of one or more terms used in a header of one or more documents of a help database of an insurance claims processing system, wherein the one or more documents comprise one or more headers;

determining a positional relevance value using N and X, wherein the header comprises N words, wherein the occurrence of the term is at an Xth word in the header, and wherein the determined positional relevance value is higher the closer the occurrence is to the beginning of the header;

determining a percentage relevance value using T and N, wherein the term comprises T words, wherein the percentage relevance value is the percentage of the header occupied by the term; and

combining the positional relevance value and the percentage relevance value to produce a header relevance value.

<sup>128</sup>  
<sup>127</sup>  
D1 ~~145~~. (previously presented): The carrier medium of claim ~~144~~,  
wherein, combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, comprises:

multiplying the positional relevance value by a first scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a second scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

wherein the first scaling factor is substantially equal to (1 - the second scaling factor).

<sup>129</sup>  
<sup>127</sup>  
~~146~~. (previously presented): The carrier medium of claim ~~144~~, wherein the program instructions are further computer-executable to implement:

multiplying the relevance value by a first scaling factor to produce a scaled relevance value.



<sup>130</sup>  
~~147~~. (previously presented): The carrier medium of claim <sup>127</sup>~~144~~, wherein the program instructions are further computer-executable to implement:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

<sup>131</sup>  
~~148~~. (previously presented): The carrier medium of claim <sup>127</sup>~~144~~, wherein the portion of the document is a text section.

<sup>132</sup>  
~~149~~. (previously presented): The carrier medium of claim <sup>127</sup>~~144~~, wherein the portion of the document is a header.

<sup>133</sup>  
~~150~~. (previously presented): The carrier medium of claim <sup>127</sup>~~144~~,  
wherein, in combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence, the program instructions are further computer-executable to implement:

<sup>D1</sup>  
multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence;

wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

<sup>39</sup>  
~~151~~. (previously presented): The system of claim <sup>34</sup>~~44~~, wherein the program instructions are further operable to:

round the relevance value to a number of significant digits.

<sup>46</sup>  
~~152~~. (previously presented): The carrier medium of claim <sup>40</sup>~~53~~, wherein the program instructions are further computer-executable to implement:

rounding the relevance value to a number of significant digits.

53

49

153. (previously presented): The carrier medium of claim 63, wherein the program instructions are further computer-executable to implement:

rounding the relevance value to a number of significant digits.

101

102

154. (previously presented): The carrier medium of claim 121, wherein the program instructions are further computer-executable to implement:

rounding the relevance value to a number of significant digits.

113

108

155. (previously presented): The carrier medium of claim 126, wherein the program instructions are further computer-executable to implement:

rounding the relevance value to a number of significant digits.

121

114

156. (previously presented): The carrier medium of claim 131, wherein the program instructions are further computer-executable to implement:

rounding the relevance value to a number of significant digits.

134

127

157. (previously presented): The carrier medium of claim 144, wherein the program instructions are further computer-executable to implement:

rounding the header relevance value to a number of significant digits.

135

158. (new): A method for determining relevance values of terms in a help database in a computer-based insurance claims processing system, the method comprising:

determining a word position of an occurrence of a term in a portion of a document in the help database, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document;

determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;

numbering the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;

wherein determining the word position of the occurrence comprises:

determining a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence;

wherein determining the relevance value for the occurrence comprises:

subtracting the word position from the total word count to produce a first results;

adding one to the first results to produce a second results; and

dividing the second results by the total word count to produce the relevance value for the occurrence.

<sup>136</sup>  
159. (new): The method of claim <sup>135</sup>~~158~~, further comprising multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

<sup>137</sup>  
~~160~~. (new): The method of claim <sup>135</sup>~~158~~, further comprising storing the determined relevance value for the occurrence in an entry in a table in the help database.

<sup>138</sup>  
<sup>D2</sup> ~~161~~. (new): The method of claim <sup>135</sup>~~158~~, wherein the portion of the document is a header.

<sup>139</sup>  
~~162~~. (new): The method of claim <sup>135</sup>~~158~~, further comprising rounding the relevance value to a number of significant digits.

<sup>140</sup>  
~~163~~. (new): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a word position of an occurrence of a term in a portion of a document in a help database in a computer-based insurance claims processing system, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document;

determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;

numbering the one or more words in the portion of the document from 1 up to N, wherein N is the total word count of the portion of the document;

wherein, in determining the word position of the occurrence, the program instructions are further computer-executable to implement:

determining a word number of a first word of the term in the one or more words in the portion of the document, wherein the word number of the first word of the term is used as the word position of the occurrence;

wherein, in determining the relevance value for the occurrence, the program instructions are further computer-executable to implement:

subtracting the word position from the total word count to produce a first results;

adding one to the first results to produce a second results; and

dividing the second results by the total word count to produce the relevance value for the occurrence.

141  
164. (new): The carrier medium of claim 140, further comprising:

D2  
multiplying the relevance value by a first scaling factor to produce a scaled relevance value.

142  
165. (new): The carrier medium of claim 140, further comprising:

storing the determined relevance value for the occurrence in an entry in a table in the help database.

143  
166. (new): The carrier medium of claim 140,  
wherein the portion of the document is a header.

144  
167. (new): The carrier medium of claim 140, further comprising:  
rounding the relevance value to a number of significant digits.

145  
168. (new): A carrier medium comprising program instructions, wherein the program instructions are computer-executable to implement:

determining a word position of an occurrence of a term in a portion of a document in a help database in a computer-based insurance claims processing system, wherein the portion of the document comprises one or more words;

determining a total word count of the portion of the document;

determining a relevance value for the occurrence of the term in the portion of the document using the word position of the occurrence and the total word count of the portion of the document;

wherein determining the relevance value for the occurrence comprises:

dividing the word position by the total word count to produce a positional relevance value for the occurrence;

dividing a number of words in the term by the total word count of the portion to produce a percentage relevance value for the occurrence; and

combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence.

D2 146  
169. (new): The carrier medium of claim 145, further comprising:  
multiplying the relevance value by a second scaling factor to produce a scaled relevance value.

147  
170. (new): The carrier medium of claim 145, further comprising:  
rounding the relevance value to a number of significant digits.

148  
171. (new): The carrier medium of claim 145, further comprising:  
storing the determined relevance value for the occurrence in an entry in a table in the help database.

149  
172. (new): The carrier medium of claim 145, wherein combining the positional relevance value and the percentage relevance value to produce the relevance value for the occurrence comprises:

multiplying the positional relevance value by a third scaling factor to produce a scaled positional relevance value;

multiplying the percentage relevance value by a fourth scaling factor to produce a scaled percentage relevance value; and

adding the scaled positional relevance value and the scaled percentage relevance value to produce the relevance value for the occurrence.

<sup>150</sup>  
173. (new): The carrier medium of claim <sup>149</sup>172, wherein the third scaling factor is substantially equal to (1 - the fourth scaling factor).

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